SG Brief 2003

Enabling War Fighter Readiness Through Dental Health

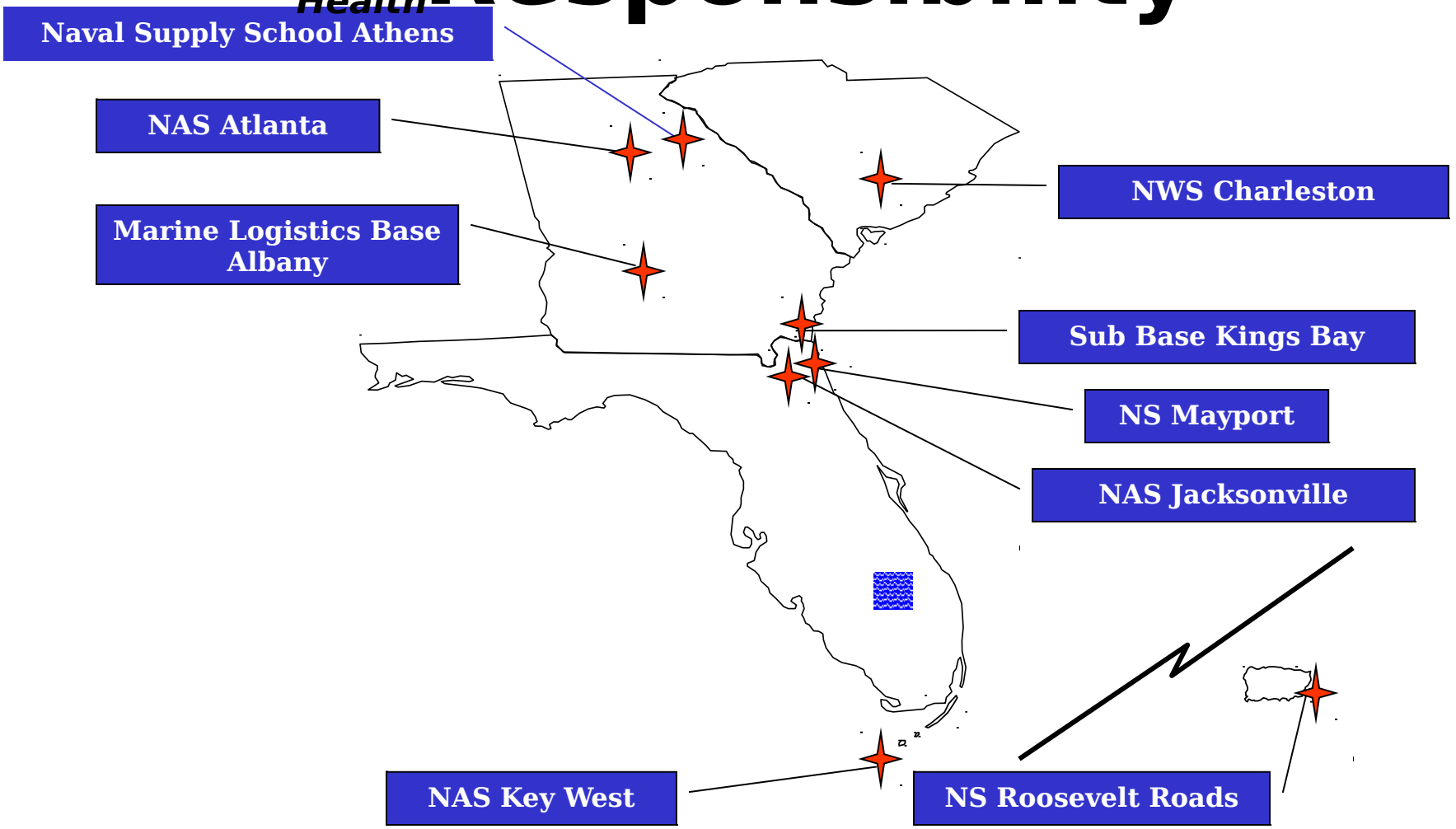
Captain Kimon A. Runianes
Commanding Officer

Captain Michael J. Chutich
Executive Officer

Master Chief Enrique Cruz
Command Master Chief

Area of Responsibility

Enabling War Fighter Readiness Through Dental Health



Metrics

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- **ODR**
  - 95.2% Overall (95% for two consecutive quarters)
  - 96.1% Fleet ODR
  - 94.3% Shore ODR
- **DHI**
  - 42.6% Overall (8th consecutive monthly increase)
  - 36.8% Fleet DHI
  - 47.8% Shore DHI
- **Productivity**

Mobilization

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- **Platform Support**
  - **4 platforms**
  - **13 NDCSE personnel**
- **In-processing of Reservists**
- **Impact on Resources**
  - **5 NDCSE personnel deployed**
  - **Access to Care minimally impacted**

Optimization

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Dental Care Delivery

- Multi-Chair Dentistry
- Expanded Functions Assisting
- One-Stop Scheduling
- Schedule All Care

E-Business Initiatives

- EZ-DIRS
- INDOC CD

Optimization

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Patient/Staff Satisfaction

- Training Focus
- Mentoring Program
- Expanded Web Page Capability
- Incentive Program
- Customer Relations Program

CUSTOMER RELATIONS SURVEY

To ensure your visit today was as comfortable as possible, we are asking for you to grade our staff's performance in the following areas:

Did the staff make eye contact with you and smile? ***Y*** ***N***

Were you greeted and welcomed by the front desk staff? ***Y*** ***N***

Did our staff assist you by asking and answering any questions? ***Y*** ***N***

Were your concerns quickly addressed and resolved? ***Y*** ***N***

Did our staff display positive and professional behavior? ***Y*** ***N***

Did we exceed your expectations in today's visit? ***Y*** ***N***

Did our staff thank you for your time before leaving? ***Y*** ***N***

Suggestions for us to better serve our patients in the future:

_____

_____

_____

_____

Integration

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- **PHA-Integration**
- **MID BCA**
- **Reserve Support**
- **MEDRUPMIS Training**
- **Homeland Defense**

Safety

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- **Patient Safety**
  - **New NDCSE Instruction**
- **Command Safety Program**
  - **Passed all Safety Inspections-Mission Capable**
  - **MEDOSH Assist Visit (IG Emphasis)**

Issues

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- **Facilities**
- **Dental Officer Shortages**
- **Patient Failures**
- **Roosevelt Roads Draw-down**
- **HIPAA**

Questions?